

**JOB OPPORTUNITY**  
**State of Connecticut**  
**Office of the Attorney General**  
**Information Technology Analyst 1**



**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE**

**Open To:** Candidates on current exam list or lateral transfer

**Location:** Office of the Attorney General, 55 Elm Street, Hartford, CT 06106

**Job Posting Number:** 00004746

**Hours:** 40/week; 8:00 a.m. – 5:00 p.m.

**Salary:** Minimum \$63,480 annually

**Closing Date:** September 12, 2013

**The Office of the Attorney General is currently recruiting for a full-time, permanent *Information Technology Analyst 1* position. Applicants will be selected in accordance with reemployment, SEBAC, transfer, promotion, and merit employment rules, if applicable.**

**Eligibility Requirement:** Candidates must have passed the **Information Technology Analyst 1** exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the title of Information Technology Analyst 1 or those who have previously attained permanent status in this class may apply for lateral transfer. **Applicants will not have the opportunity to take the examination for this class prior to the closing date to qualify for this particular vacancy.**

**Description of Duties:**

**Service/Help Support:** Responds to calls, email and personnel requests for technical support; tracks status of all problems and monitors open problems; resolves simple to moderate problems by providing support on hardware and software products; resolves simple to moderate technical calls from customers; acts as liaison between other technical staff, users and vendors regarding Help Desk and service requests; monitors personal computer (PC) performance; performs related duties as required.

**Desktop Services:** Diagnoses and resolves PC and simple software problems using a variety of diagnostic tools; uses diagnostic tools to identify hardware and/or software problems and initiates repair; rebuilds PCs and reconfigures user specific settings; installs new software releases of simple to moderate complexity; coordinates installation of and installs, modifies and maintains network components and PC hardware and/or software; assists in implementation of network and/or system hardware and software upgrades and/or enhancements; configures and installs terminal emulation software for host connection; performs related duties as required.

**Network Services:** Provides first level support for network connectivity, or related network issues for user community; assists with diagnoses and resolution of simple network problems; assists with the configuration of network components; resets and reinitializes devices when appropriate; assist in executing specific disaster recovery plans; provides user support and on the spot training to users; performs related duties as required.

**Software Development:** Prepares computer programs for solution of business problems from narrative statements, program specifications and other data as source materials; customizes software applications to meet user requirements; assists systems and application developers in analysis, design and development of information systems; prepares test data; performs system tests; debugs/corrects errors; diagnoses problems with operating systems specific to incompatibility with other applications; acts as liaison between other technical staff, users and vendors regarding basic application design and modification including database management systems; maintains and enhances existing programs; installs system upgrades and patches in support of application software; documents system changes and problem resolutions; participates in project planning sessions with team members to analyze requirements; uses programmer productivity tools; performs related duties as required.

**Production Control:** Performs technical functions in areas of documentation control, production control, systems software and production scheduling; responsible for effective utilization of production control software; prepares production schedule for computer processing; analyzes and resolves production control problems related to area of involvement; performs related duties as required.

**Knowledge, Skills and Abilities:** Considerable knowledge of data control functions; considerable knowledge of IT equipment and diagnostic tools; knowledge of principles and techniques of computer programming; knowledge of programming languages; knowledge of principles of information systems; knowledge of principles and concepts of network environments; knowledge of computer operating systems; knowledge of fundamental principles and theories of business and planning functions; knowledge of principles and techniques of systems analysis, design and development; knowledge of capabilities of computer equipment and technology; considerable technical problem solving skills; considerable logic and analytical skills; interpersonal skills; oral and written communication skills; considerable ability to install and maintain microcomputer hardware, software and network components; ability to prepare and maintain records, logs, reports, documentation, and manuals; ability to write, test and debug computer programs; ability to use programming development tools; ability to identify, analyze and resolve simple business and technical problems.

**General Experience:** Five (5) years of experience in information technology (IT) operations support, programming or another IT related support area.

**Special Experience:** Two (2) years of the General Experience must have been performing basic technical support work in one of the following areas:

1. Help desk functions.
2. Installing and maintaining basic computer hardware and software.
3. Basic technical work in data communications, microcomputer support, production control or programming.

**Application Instructions:** Interested and qualified candidates who meet the above requirements should submit a resume, a CT-HR-12 Application for Employment, and three letters of reference. Current State employees must also provide a copy of the last two performance appraisals. Please include the Job Posting Number above, and send all required information to:

*Susan L. Cavanaugh, Principal HR Specialist*  
*Office of the Attorney General*  
*55 Elm Street*  
*Hartford, CT 06106*

**The Office of the Attorney General is an Affirmative Action/Equal Opportunity employer and strongly encourages the applications of women, minorities, and persons with disabilities**